



Debra McGuire Mercer
Tel 202.331.3194
Fax 202.261.0194
mercerm@gtlaw.com

ORIGINAL

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VIA ELECTRONIC MAIL

Docket Control Center
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

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AZ CORP COMMISSION
DOCKET CONTROL
2016 NOV - 8 A 9:13

Re: TracFone Wireless, Inc., Arizona Tariff C.C. No. 3
Docket No. T-20664A- 16-0405

Dear Sir/Madam:

On November 4, 2016, TracFone Wireless, Inc. filed informational tariff Arizona Tariff C.C. No. 3. Commission Staff reviewed the informational tariff and provided comments regarding three pages. Revised pages 8, 9, and 19 are attached. Please remove pages 8, 9, and 19 from the initial filing and replace with the attached pages. Please contact me if you have any questions about this submission.

Sincerely,

Debra McGuire Mercer

Attachment

Arizona Corporation Commission
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3.1.3. Lifeline Benefit

Lifeline customers receive the following monthly plan:

500 free minutes each month, which do not carry over to the next month if unused, and unlimited text messages.

In addition, Lifeline customers may purchase additional usage cards at a rate of \$0.10 or less per minute. TracFone provides wireless handsets to its participating Lifeline customers at no charge. The handsets will be delivered to customers upon enrollment in the program with the first month's free usage allotment already activated.

3.2. Eligibility

3.2.1. A single Lifeline benefit is available for each household and only the head of household may apply for Lifeline service. An individual's eligibility may be program-based by participating in a qualified program or income-based by meeting an income level.

3.2.2. Program-based eligibility: An individual qualifies for Lifeline service if the individual currently participates in one of the following programs:

1. Federal Public Housing Assistance (Section 8)
2. Supplemental Nutrition Assistance Program (SNAP)
3. Medicaid
4. Supplemental Security Income (SSI)
5. Veterans and Survivors Pension Benefit

3.2.3. Income-based eligibility: An individual qualifies for Lifeline service if the individual has total household income at or below 135% of the Federal Poverty Guidelines.

3.3. Application

3.3.1. Any individual applying for Lifeline service must complete an application form. Application forms are available online at www.safelinkwireless.com or can be requested by calling 1-800-SAFELINK.

3.3.2. An individual that applies for Lifeline service based on participation in a qualified program may be asked to provide documentation of program-based eligibility. Acceptable documentation of program eligibility includes the current or prior year's statement of benefits from a qualifying assistance program, program

participation documents, or other official document demonstrating that the prospective subscriber, one or more of the prospective subscriber's dependents or the prospective subscriber's household receives benefits from a qualifying assistance program.

- 3.3.3. An individual that applies for Lifeline service based on having a total household income at or below 135% the Federal Poverty Guidelines must provide documentation of income eligibility. Acceptable documentation of income eligibility includes the prior year's state or federal tax return, current income statement from an employer or paycheck stub, a Social Security statement of benefits, a Veterans Administration statement of benefits, a retirement/pension statement of benefits, an Unemployment/Workmen's Compensation statement of benefits, divorce decree, child support award, or other official document containing income information.
- 3.3.4. TracFone will determine at its sole discretion whether or not an applicant meets the eligibility requirements to participate in Lifeline service. Persons who do not meet the eligibility requirements will be notified by U.S. Mail and the reason for the non-eligibility will be provided.

3.4. Unauthorized Usage; Tampering

- 3.4.1. The SafeLink handset is provided exclusively for use by the end consumer with the SafeLink Service available solely in the United States, Puerto Rico and the U.S. Virgin Islands. The unauthorized unlocking or resale of the SafeLink handset, constitutes a violation of the customer's agreement with TracFone. Customers agree not to unlock, re-flash, tamper with or alter the SafeLink handset in a manner which conflicts with SafeLink's Unlocking Policy stated in SafeLink's Terms and Conditions of Service set forth at www.safelinkwireless.com. Customer also agrees not to enter unauthorized PIN, engage in any other unauthorized or illegal use of the SafeLink phone or the Service, or assist others in such acts, or to sell and/or export SafeLink handsets outside of the United States. These acts violate TracFone rights and state and federal laws. Improper, illegal or unauthorized use of the SafeLink phone is a violation of the customer's agreement and may result in immediate discontinuance of Services and legal action. TracFone will prosecute violators to the full extent of the law.
- 3.4.2. Some SafeLink handsets have SIM cards. If a SafeLink phone has a SIM card, then the customer must agree to safeguard the SIM card and not to allow any unauthorized person to use the SIM card. Customer must agree not to allow any other person to, directly or indirectly alter, bypass, copy, deactivate, remove, reverse-engineer or otherwise circumvent or reproduce the encoded information stored on, or the encryption mechanisms of, the SIM card. Any violation of these restrictions may result in the immediate termination of the customer's Service and de-enrollment from the SafeLink Lifeline program. The Underlying Carriers,

5.4. Adding Airtime

- 5.4.1. SafeLink phones will only operate when customers have airtime minutes/units available on the SafeLink handset.
- 5.4.2. If customers run out of the free monthly allotment of airtime, additional minutes may be purchased to add airtime to the phone. Instructions for adding airtime to the phone are provided on the airtime cards and are available on the SafeLink website at www.safelinkwireless.com.

5.5. Airtime Cards

- 5.5.1. Customers may purchase and use any SafeLink or TracFone airtime cards for their SafeLink phones. Each airtime card comes with a number of minutes and a service period that begins to run from the day a customer adds airtime to his/her SafeLink phone.
- 5.5.2. TracFone markets Double Minute cards for TracFone users. All SafeLink customers automatically receive Double Minute benefits on any purchases of additional airtime. SafeLink users will not receive any additional benefit by purchasing a Double Minute card. The free monthly allotment of minutes provided to the customer while enrolled in the SafeLink Lifeline program and any bonus or promotional minutes will not double with the purchase and addition of any airtime cards.
- 5.5.3. Each TracFone Wireless airtime card includes a set number of minutes and service days that begin to run from the date a customer adds the airtime to the SafeLink phone. SafeLink Customers may purchase airtime at the rate of 10¢ or less per unit. Details about the number of airtime minutes received by SafeLink Customers who purchase TracFone airtime cards are stated in SafeLink's Terms and Conditions of Service set forth at www.safelinkwireless.com. TracFone reserves the right to adjust its airtime rates at any time in its sole discretion.